



# ERIE COUNTY CIVIL SERVICE OPPORTUNITIES

OPEN TO THE PUBLIC

ERIE COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER

Please refer to our internet address at: [www.erie.gov](http://www.erie.gov)

**Note: new application fee**

**A NON-REFUNDABLE \$20.00 PROCESSING FEE MUST ACCOMPANY EACH APPLICATION  
(CHECK OR MONEY ORDER ONLY – PAYABLE TO: ERIE COUNTY DEPARTMENT OF PERSONNEL)**

## INFORMATION SYSTEMS OPERATOR

NO. 65-509

\$30,586 - \$39,291

**NOTICE:** Erie County no longer maintains a file of applicant transcripts. Exam applicants must be prepared to provide documentation of educational qualifications (transcript, diploma, etc.) to the hiring agency prior to appointment. Documentation may also be submitted with the exam application.

**RESIDENCE REQUIREMENTS:** CANDIDATES MUST HAVE BEEN LEGAL RESIDENTS OF ERIE COUNTY FOR AT LEAST FOUR MONTHS IMMEDIATELY PRECEDING THE DATE OF THE WRITTEN TEST AND MUST BE LEGAL RESIDENTS OF ERIE COUNTY AT THE TIME OF APPOINTMENT. At present there are three vacancies in the County Executive Branch, Division of Information and Support Services. One additional vacancy is anticipated.

**MINIMUM QUALIFICATIONS:** Candidates must meet one of the following requirements on or before the date of the written test:

- a. Completion of 60 semester credit hours at a regionally accredited or New York State registered two or four year college or university and two years of experience in the installation, maintenance and/or repair of communications equipment;  
OR
- b. Completion of 60 semester credit hours of college at a regionally accredited or New York State registered college or university with specialization in data processing or computer science and one year of data processing experience in the operation of a central processing multi-programming computer system;  
OR
- c. Graduation from high school or possession of a high school equivalency diploma and four years of office clerical or data processing experience, two years of which involved the installation, maintenance and/or repair of communications equipment;  
OR
- d. Graduation from high school or possession of a high school equivalency diploma and 18 months of experience in the operation of a central processing multi-programming computer system;  
OR
- e. Graduation from high school or possession of a high school equivalency diploma and three years of experience in data processing operations, one year of which involved the operation of computer console-controlled high volume output equipment;  
OR
- f. An equivalent combination of training and experience as defined by the limits of (a), (b), (c), (d), or (e).

**NOTE:** 1. Verifiable part-time and/or volunteer experience will be pro-rated toward meeting the experience requirements. 2. Your degree and/or college credit must have been awarded by a regionally accredited college or university or one recognized by the New York State Education Department as following acceptable educational practices. A grade of "D" or better is necessary for a course to be credited as successfully completed. If your degree and/or college credit was awarded by an educational institution outside of the United States and its territories, you must provide independent verification of equivalency. You can write to this Department for a list of acceptable companies providing this service; you must pay the required evaluation fee.

A medical examination may be required before appointment.

**VETERANS: PROOF OF SERVICE MUST BE SUBMITTED BEFORE LIST IS ESTABLISHED  
TO RECEIVE ADDITIONAL POINTS. (See application for more information.)**

NOTICES TO APPEAR FOR THE EXAMINATION ARE MAILED APPROXIMATELY ONE WEEK PRIOR TO THE EXAMINATION DATE

**EXAMINATION DATE**

**NOVEMBER 4, 2006**

**SEE  
REVERSE  
SIDE**

**APPLICATIONS MUST BE  
POSTMARKED BY**

**OCTOBER 4, 2006**

**DUTIES:** An **Information Systems Operator** monitors operation of computers, discs, printers, tape units, work stations, microcomputers, communications equipment and other peripheral equipment for both systems and hardware errors; assists in the operation of the County's data communications network and related equipment, including installation, maintenance and repair for terminal equipment, multiplexors, data communications lines, printers, cables and other network equipment; provides point-of contact services to communications center customers regarding data communications services; receives incoming trouble calls and logs them into the Help Desk Tracking system; orders emergency service calls from outside vendors to correct any critical hardware breakdown or malfunction; confers with data processing supervisors as to products, procedures, machine time, rate of output and difficulties encountered; operates the control console of the computer and the other elements of the system, including the input and output units; makes prompt and correct responses to all console messages; observes indicators on console and peripheral equipment and takes necessary steps to assure the proper functioning of the machine throughout individual production runs; analyzes machine stops and takes appropriate action; reviews inputs to determine if data is complete prior to entering jobs to be executed; performs specialized work in the processing of print output from a computer via the operation of a burster and decollator machine; reviews finished products prior to release to input/output distribution; maintains records necessary for determining maintenance, operating efficiency, shift turnover, assistance calls received and action taken, etc.; performs prescribed file security procedures; prepares external tape labels and labels all output accurately; operates systems related auxiliary or peripheral equipment; performs routine cleaning and maintenance of assigned equipment; assures that operating supplies are available in the department, and that the computer room is adequately supplied to cover assigned shifts; assists in the maintenance of communications center records and reports; assists in providing off-hour coverage via call-in lists, beepers or other methods, as required.

**SUBJECT OF EXAMINATION:** The written test is designed to test for knowledge, skills, and/or abilities in such areas as:

1. **OPERATION OF COMPUTER HARDWARE AND PERIPHERAL EQUIPMENT** - These questions test for technical knowledge and concepts relevant to information technology and the operation of a computer and associated peripheral equipment. Although the questions asked are not specific to any vendor or any model of computer, the questions on storage media and peripheral equipment cover such subjects as characteristics of tape and disk systems as storage media, basic data communications terms, and the operation of peripheral equipment.
2. **READING AND INTERPRETING INSTRUCTIONS RELATING TO THE EXECUTION OF COMPUTER PROGRAMS** - These questions test for skill in following and applying written directions expressed as generalized operator instructions. You will be presented with generalized operating instructions and specific rules for applying them. All the information needed to answer the questions is presented in the test booklet; training on any particular computer system is not required.
3. **PRINCIPLES OF NETWORKED COMMUNICATIONS** - These questions test for basic concepts and terminology of data communications. They cover such subjects as data communications, types of networks, modems, security, protocols, topologies, transmission media, wiring, installation and troubleshooting. The questions are general in scope and are not specific to any vendor or system.
4. **PRINCIPLES OF PROVIDING USER SUPPORT** - These questions test for knowledge and skill in working in a user support situation. They cover such subjects as how to communicate effectively with users requesting help; how to deal with different types of situations; troubleshooting techniques; and how to gather, organize and make available technical information needed to provide support.

**NOTICE TO CANDIDATES:** Unless otherwise noted, candidates are permitted to use quiet, hand held, solar or battery powered calculators. Devices with typewriter keyboards, "Spell Checkers", "Personal Digital Assistants", "Address Books", "Language Translators", "Dictionaries", or any similar devices are prohibited. You may not bring books or other reference materials.

**NOTICE TO CANDIDATES WHO ARE ALSO TAKING ANOTHER CIVIL SERVICE EXAM(S) ON THIS DATE (See Below)**  
**(IF YOU ARE TAKING 2 OR MORE ERIE COUNTY EXAMS ON THIS DATE IT IS NOT NECESSARY TO CALL)**

**INFORMATION FOR CANDIDATES**

**APPLICATION FORMS:** You may obtain these forms in person at the Erie County Personnel Department, Rath County Office Building, 95 Franklin St., Buffalo, NY. Forms are also available in the libraries and at Town, Village and School District administrative offices.

Mail your application form when completed to the Erie County Department of Personnel, 95 Franklin St., Buffalo, NY 14202.

Candidates who submit incomplete applications and documentation may be disqualified. The Erie County Department of Personnel reserves the right to reject for lateness or to accept applications filed after the advertised filing period.

**MILITARY STATUS:** Active duty military personnel may file an application for this exam. A special military make-up examination will be conducted for any member of the armed forces of the United States who has duly filed a timely application but who was deprived of the opportunity to compete in the scheduled exam due to active military duty. Special conditions apply to these requests and may be reviewed at the Erie County Department of Personnel.

**VETERANS:** Disabled and non-disabled veterans as defined in Section 85, New York State Civil Service Law, will have 10 and 5 points, respectively added to their earned scores if successful in the examination. You must claim these credits when you file application but you have an option to waive them any time prior to appointment. If you have already used these credits for a permanent position in NYS, you may not claim them again.

In conformance with section 85-a of the Civil Service Law, **CHILDREN OF FIREFIGHTERS AND POLICE OFFICERS KILLED IN THE LINE OF DUTY** shall be entitled to receive an additional ten points in a competitive examination for original appointment in the same municipality in which his or her parent has served. If you are qualified to participate in this examination and are a child of a firefighter or police officer killed in the line of duty in this municipality, please inform this office of this matter when you submit your application for examination. A candidate claiming such credit has a minimum of two months from the application deadline to provide the necessary documentation to verify additional credit eligibility. However, no credit may be added after the eligible list has been established.

**APPLYING FOR EXAMINATIONS IN MULTIPLE JURISDICTIONS ON SAME DATE.** If you have applied for any other Civil Service exams for employment with New York State or any other local government jurisdiction, you must make arrangement to take all the exams at one test site.

If you have applied for both State and Local government exams, you must make arrangements to take all your exams at the State exam center by calling (518)457-7022 no later than two weeks before the test date.

If you have applied for other local government exams, call or write each Civil Service Agency to make arrangements. You must make your request for these arrangements no later than three weeks before the date of the exams. You must notify all local government civil service agencies with whom you have filed an application of the which you wish to take your exam(s). For this exam call (716)858-7509 or write Erie Co. Personnel Dept., 95 Franklin St, Buffalo, NY 14202.

**ADMISSION TO EXAMINATION:** Notice to appear for the test will be conditional as review of application for minimum requirements may not be made until after the written test. Call or write this Department if you have not received your notice 3 days before the date of the test. You may not be admitted to the examination room without official notice.

**SPECIAL ARRANGEMENTS:** Applicants whose religious beliefs prevent their taking examinations before sundown on Saturday and physically handicapped candidates who require special examination facilities should so inform the Erie County Department of Personnel, by a separately mailed letter at the earliest possible date before the test.

**RATINGS REQUIRED:** Tests are rated on a scale of 100 with a passing mark at 70. Unless the announcement states otherwise, you must pass the written test and the oral test, if any. Test instructions may further divide the tests into parts and set minimum standards for each part.

**TRAINING AND EXPERIENCE:** If a subject of the examination, training and experience may not be rated if all passing candidates are expected to be immediately reachable for appointment. If rated, training and experience will be based on the statements in your application subject to verification. If this examination includes a qualifying written test, candidates admitted to the test will have conditional approval only. Final decision regarding the qualifications of candidates rests with the New York State Department of Civil Service.

**VERIFICATION OF QUALIFICATIONS:** Candidates may be investigated or called for an interview to verify information contained on the application.

Verifiable part-time and/or volunteer experience may be pro-rated toward meeting full-time experience requirements.

**MEDICAL EXAMINATION:** You may be required to take a medical examination to determine if you are medically and physically capable of performing the duties of the position.

In accordance with State Law, Governor's Executive Order 6, and Section 504 of the Federal Rehabilitation Act of 1973, as amended the County of Erie does not discriminate against handicapped persons in access to employment, during employment, or in any of its programs and activities.

**ELIGIBLE LIST:** The eligible list resulting from an examination may also be used for appointment to the same title or to any other title deemed to be similar and appropriate. Eligible lists are active for a minimum of one year and a maximum of four years from the date established.

**Background Investigation:** Applicants may be required to undergo a State and national criminal history background investigation, which will include a fingerprint check, to determine suitability for appointment. Failure to meet the standards for the background investigation may result in disqualification. Applicants may be required to pay a fee for the investigation.

**NOTE:** Fingerprints are sometimes required at the time of appointment. When they are required, the fee involved must be paid by the appointee.

**\*\*IMPORTANT APPLICATION FEE - READ CAREFULLY\*\***  
A \$20.00 filing fee is required for this exam. The required fee must accompany your application. Send or bring check or money order made payable to Erie County Personnel Department and write the examination number(s) on your check or money order. Do not send or bring cash, as the County cannot be responsible for cash payment. As no refund will be made, you are urged to compare your qualifications carefully with the requirements for admission and file only for those examinations for which you are clearly qualified.